# Curriculum Vitae

# AYAZ

# AYAZ.332820@2freemail.com

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| **Career Objective:**  |

I am a career oriented person and looking forward to work in an organization where I can find an environment which is challenging and motivating and which gives the opportunity to grow further in my career and curve and niche for myself at the top through hard work and initiative.

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| **Education Qualification:**  |

* Completed BCS (Bachelor of Computer Science) from PoonaCollege of ArtsCommerce & ScienceUniversity of Pune in 2004.
* Completed HSC from State Board of Maharashtra in 2001.
* Completed SSC from State Board of Maharashtra in 1999.

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| **Professional Certifications :** |

* Certified by Microsoft corporation as a MCSE (Microsoft Certified System Engineer )
* Certified by Microsoft corporation as a MCSA (Microsoft Certified System Administrator), MCP(Microsoft Certified Professional).
* Microsoft Certified Information Technology Professional (MCITP 2008)
* Completed CCNP (Cisco Certified Network Professional) training from Excel Network Technology Mumbai.
* Completed CCNA (Cisco Certified Network Associates) Training from IIHT.

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| **Work Experience:** |

Overall 10 years of IT experience inNetwork, Technical Support, Hardware and Desktop management.

* Working as IT Support Engineer with Gulf Business Machine (GBM) Abu Dhabi fromDec 2010 till date. (Client: Etihad Airways).
* Worked as Desktop Support Engineer with Gulf Business Machine (GBM) Doha- Qatar, From July 2007 till July 2010.Client: Public Works Authority Qatar (ASHGHAL).
* Worked as Facility Management Engineer with CMS Computers Ltd (India), from 6th August 2006 till June 2007. (Client: I-flex Solutions Ltd).
* Worked as Customer Support System Engineer forITSource India Pvt Ltd from 15th May 2006 till 5th Aug 2006. (Client: Reliance Energy Ltd).
* Worked as Customer Support Hardware and System Engineer for ACE Computer Services Ltd(Wipro Franchise) from 10th March 2005 till 22nd March 2006.

**Job Tasks & Responsibility:-**

* Respond and resolve all assigned call within prescribed SLA.
* Weekly backup of all network devices.
* Trouble shooting local network issues.
* Diagnose and fix the issue of end user related to Operating system, Internet explorer, MS Office, LAN connectivity, Wireless connectivity, printing issue, Software installation.
* Installing and troubleshooting Cisco tools on desktop like CTIOS, Cisco Unified Attendant console client tool, Cisco IP Telephones.
* Installation of Windows Operating system like Windows XP, Windows 7, Server operating system Windows server 2008, imaging Citrix thin client and configuring thick client for Citrix.
* Update the diagnosis, action taken and resolution into Call Management system.
* Update Call Management System clearly specifying progress and resolution details.
* Keep client updated throughout the life of call, ensuring satisfactory call resolution is achieved.
* Maintaining file share & security permissions at server level for Knoahsoft Server.
* Installing, Configuring and updating software required by user such as Amadeus and Saber, MS Office and other software as per the management approval.
* Implementation of Active Directory,managing securities and policies, account management creatingusers and group and lockout issues troubleshooting.
* Backup and Restoration of data using NT Backup.
* Configuring POP account, Mail over HTTP for the Laptop users traveling outside the company.
* Account management and lockout issues troubleshooting with the help of central team located in head office.
* Installation, configuration and Troubleshooting of Network and Local Printer, Configuring FAX and All in one Printers
* Generating the EPO reports of MacAfee Antivirus and updating all the infected systems on Weekly basis.
* Sending the Health check Report of all the servers, networks, Wireless Access Points, EPO update, Intranet and Internet Sites of the Company, incoming and outgoing mails from the exchange Server manually and by using IBM TIVOLI.
* Coordinating with higher level teams and management.
* Installing and troubleshooting of software’s, such as Oracle, Visual Studio, SQL, Web Logic, Visual Studio.Net.
* Computer and Laptop Hardware repair, Operating system installation and configuring the assembled and branded PCs like Dell, HP-Compaq and IBM/Lenovo*.*
* Providing online technical support to the end users. Knowledge and hands on experience on remote administration and configuration for data and email access through Terminal Service and IBM Tivoli Remote Control Services.
* Good knowledge of Active Directory, Switches, Routers, ISDN and Leased Lines and Networking protocols such as TCP/IP, IPX/SPX RIP, IGRP, EIGRP, OSPF,DNS, WINS, DHCP, and SMTP.
* Configuring, managing and troubleshooting HP and RICOH printer.
* Coordinating with Hardware and software vendors for Support and Services.
* Helping user with projector, Smart boards, Video conferencing and AV system.

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| **Personal and Passport Details:** |

Date of Birth : 21st Oct 1983

Marital Status : Married

Languages Known **:** English, Hindi, Marathi, and Urdu, Arabic

Date of issue : 16/09/2014

Date of Expiry : 15/09/2024

Place of issue : Abu Dhabi

Driving License : Hold Valid UAE and Qatar Driving License